CTS Advisory Council

CTS Disaster Recovery (DR) Project

August 6, 2014

Disaster Recovery Defined

- **Disaster Recovery:** The process, policies, and procedures to recover or continue technology infrastructure that is vital to an organization after a natural or human-created disaster. Disaster recovery focuses on the information technology systems that support business functions, rather than business continuity, that involves planning for keeping all aspects of a business functioning during a natural or human-created disaster.

DR Current State

- **CTS DR Services provided through <u>Sungard Contract</u>**
  - 2 Pennsylvania Locations (Philadelphia and Warminster)
  - Remote Command Center site options (e.g., Federal Way)
  - CTS Services
    - IBM Mainframe DR
    - Unisys Mainframe DR
    - TSM Tape Backup DR
    - DES Printing DR

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DR Current State

- **CTS DR Services provided through CTS' Spokane Node DR site**
  - Shared Services Email
    - Exchange
    - Active Sync (for mobile devices)
    - Gateway Services (Virus Scan, Spam Filter, SMTP)
    - Secure Email
  - Enterprise Active Directory (SGN)
    - Active Directory Federated Services
    - Root Domain (WA)
    - Domain Controller for each Agency (~50)
    - Shared Services and WAX (Exchange) Domains
  - Domain Name Services (DNS) (Hosted in Oregon)

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DR Current State

- **CTS DR Services provided through <u>CTS' Spokane Node DR site</u> (cont.)**
  - Secure Access Washington
  - Secure File Transfer
  - Remote Access
    - Citrix Edge Services
    - SSL VPN
    - IPSEC VPN
    - RSA
  - Managed Firewall Service (when purchased)
  - Redundant SGN Internet Service Provider (ISP)

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DR Current State

- **TierPoint Business Continuity**
  - Vendor Provided Colocation Facility used by 4 CTS customers
  - Contract cannot be extended
  - Master Contract arrangement cannot be managed by CTS going forward
  - Sunsetting effective March 15, 2015
  - Customers can migrate to new service or contract with TierPoint directly

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DR Future State

- **CTS' use of TSM is Sunsetting**
  - Being replaced by Avamar
  - Will eliminate use of physical tape
  - Will eliminates reliance on Iron Mountain for offsite tape backups
  - Projected end date late 2014
- **Mainframe Virtual Tape Library**
  - RFP released 6/19/14
  - Will eliminates use of physical tape
  - Will eliminates reliance on Iron Mountain for offsite tape backup
  - Projected end date mid 2015

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DR Future State

- **CTS' Private Cloud**
  - –Roadmap includes DR
- **Load Balancing Service (when purchased)**
- **Mobile Device Management**
  - –Software as a Service (SaaS)

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DR Initiative Background

- **DR Site Requirements and Survey Project (2012 & 2013)**
  - Findings:
    - No government-owned data center in Eastern Washington met the requirements and/or allowed sufficient room for expansion to meet CTS needs
    - Existing Spokane Node DR site not a suitable long term DR Facility
    - TierPoint contract was nearing end of life
    - Decision was made to secure a contract with a Vendor to provide colocation data center services.

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DR Procurement Project

- **Scope**
  - ✓ Identify Requirements for a single site DR location
  - ✓ Develop and publish RFP for DR site procurement
    - Released 7/29/14
  - – Review and select appropriate site
  - – Build out core Network and Security Infrastructure
  - – Move existing CTS DR services to new DR colocation data center.
  - – Define CTS' future DR roadmap
  - – Implement and expand DR in a phased approach
  - – Establish new CTS DR service offering

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High Level DR Site Selection Requirements

Some of the requirements include:

- Within the State of Washington and east of the Pacific Crest Trail

- Service Availability of 99.982%

- Vendor background checks

- HIPPA Business Associates Agreement compliance

- NIST 800-53 Security and Privacy Controls for Federal Information Systems and Organizations compliance

- ANSI/TIA-942 A-1 Telecommunications Infrastructure Standard for Data Centers compliance

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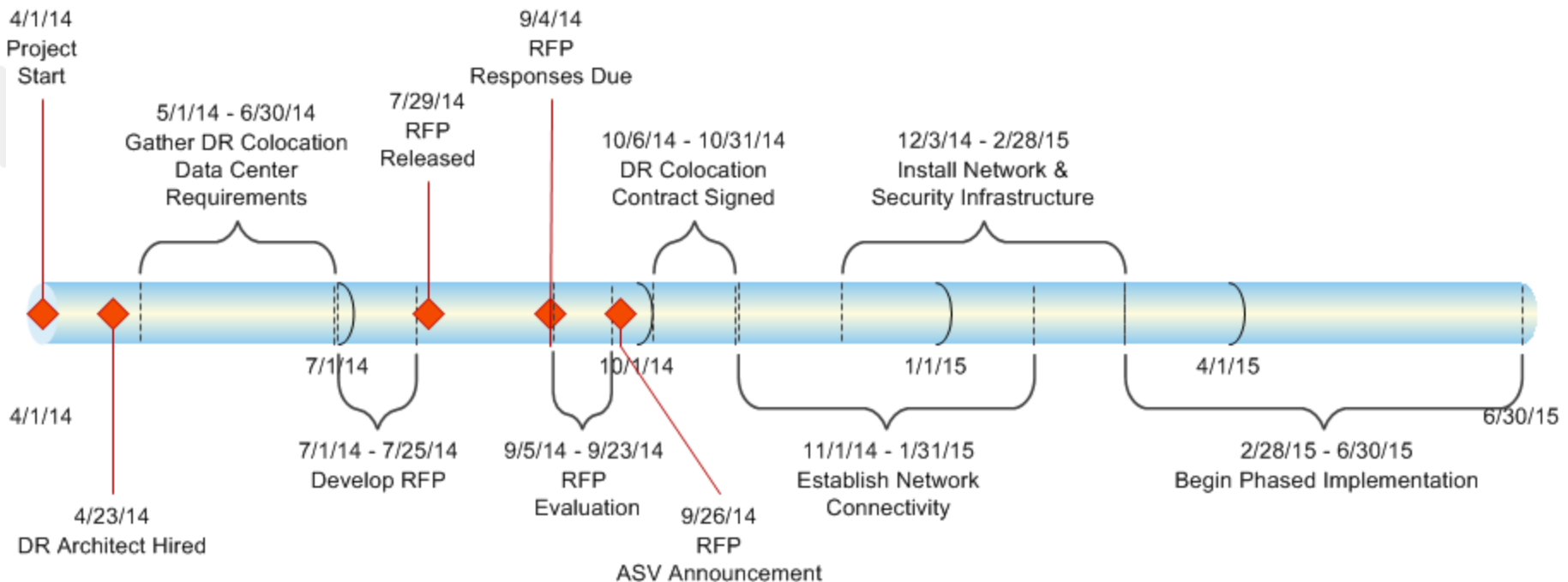# High Level DR Site Selection Requirements

- 24/7 hours of operational and physical access
- Vendor provided enclosures
- Concurrently Maintainable Facility
- Technician Support Services (remote/smart hands)
- Dedicated office space
- Equipment storage space
- Staff facilities during declared disaster

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DR Timeline Through June 2015

CTS Disaster Recovery Project

July 30, 2014

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Questions

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